

**LINCOLN COUNTY FINANCE DEPARTMENT  
BILLING AND COLLECTION DIVISION**

**Items Needed to Apply for Utility Service**

**RESIDENTIAL:**

- \_\_\_\_\_ Copy of original signed Lease Agreement or closing documents (HUD statement or Deed of Trust)
- \_\_\_\_\_ Original Driver's License, Passport or Identification Card – must be issued within the United States and must be valid.
- \_\_\_\_\_ Deposit (if applicable).

**BUSINESS:**

- \_\_\_\_\_ Certificate of Occupancy – this is the first step for New Business. (See Planning Department to begin process)
- \_\_\_\_\_ Copy of original signed Lease Agreement or closing documents (HUD statement or Deed of Trust)
- \_\_\_\_\_ Original Driver's License, Passport or Identification Card – must be issued within the United States and must be valid.
- \_\_\_\_\_ Tax ID Number – must be on Official Letterhead or Form W-9
- \_\_\_\_\_ Deposit (if applicable).

**A completed and signed Lincoln County Application for Service form and Lincoln County Utility Application Checklist must be received by a Lincoln County Collections Customer Service Representative.**

**You must have all of these items in order to proceed with the application for service. If you are missing one or more of these items, you will need them before application can be processed. Please return once you have all items on this list.**

**If you have any questions, please see a Customer Service Representative or call (704) 736-8497.**

**LINCOLN COUNTY FINANCE DEPARTMENT  
BILLING AND COLLECTION DIVISION  
115 West Main Street  
Lincolnton, NC 28092  
Telephone: (704) 736-8497 Fax: (704) 736-8499  
Email: billcollect@lincolncounty.org**

**APPLICATION FOR SERVICE – WATER AND SEWER SERVICES**

Date Service Desired: \_\_\_\_\_  
Customer Name(s): \_\_\_\_\_  
If business, contact name: \_\_\_\_\_  
Service Address: \_\_\_\_\_  
Mailing Address (if different): \_\_\_\_\_  
Phone (Home/Cell): \_\_\_\_\_ Work Phone: \_\_\_\_\_  
Social Security #: \_\_\_\_\_ DL/ID #: \_\_\_\_\_  
Federal Tax ID: \_\_\_\_\_ Email: \_\_\_\_\_

Activate Irrigation (if applicable) *Note: If irrigation is not activated and activation is requested within twelve (12) months, of this application, an Irrigation Activation Fee will be charged.*

**An activation fee will be included with the first billing.**

**Same Day Service is available if requested by 3:00 p.m. (with the receipt of applicable fee)**

**ONLY PROPERTY OWNER APPLICATIONS WILL BE ACCEPTED BY FAX OR EMAIL**

**RENTERS MUST COME INTO THE OFFICE**

Rental Property Information:

Rental deposit is required prior to beginning service. Service cannot begin prior to the first day of the lease.

Property Owners Name and Number: \_\_\_\_\_

Customer(s) must provide picture id, i.e. driver's license, passport, or other applicable State forms of identification.

Customer assumes responsibility for any consumption of utilities after service has been rendered by the County with this application of service, and accepts the legal responsibility of the utility charges. Billing for utility service will begin at the time service is requested. Customer will remain responsible for any utility charges until a properly completed Application for Termination of Service is accepted by a Lincoln County Collections Customer Service Representative.

Pursuant to NCGS 143-64.60, the customer is hereby requested to provide his/her social security number(s). Disclosure of your social security number is voluntary. Social security numbers will only be used for account identification and billing purposes.

I hereby accept the conditions of this application and apply for service at the above service address. Further, I agree to observe all rules and regulations of Lincoln County. By signing below, I hereby certify that I owe no existing balance in Lincoln County's service jurisdiction, and if for any reason my belief in this regard is in error, I hereby authorize Lincoln County to add such outstanding bills to my present account for usual collection policies to apply. I hereby certify that the above information is true and accurate.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

(Office Use Only)

Account/Location ID# \_\_\_\_\_ Customer ID# \_\_\_\_\_

Utilities at Location:  Water  Sewer  Irrigation

Date Received \_\_\_\_\_ Confirmation Sent (if by fax or email) \_\_\_\_\_

Accepted By \_\_\_\_\_

**LINCOLN COUNTY**  
**UTILITY APPLICATION CHECKLIST**  
(Each Item Must Be Initialed by Customer)

**Date:** \_\_\_\_\_

**Customer Name(s):** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_

\_\_\_\_\_ It is the customer's responsibility to contact the Billing and Collections office at (704) 736-8497 if there is a change in mailing address or phone number. Lincoln County is not responsible if the customer cannot be reached or contacted due to an unadvised change.

\_\_\_\_\_ Billing Date: Your billing date is the last day of each month.

\_\_\_\_\_ A one-time Account Activation Fee will be included in the first billing.

\_\_\_\_\_ If no bill is received by the 10<sup>th</sup> of the month, please call the Billing and Collections office at (704) 736-8497.

\_\_\_\_\_ Due Date: Your due date without a penalty is the 20<sup>th</sup> of each month.

\_\_\_\_\_ Payment **MUST** be in the Collections Office by 5:00 p.m., or midnight if paid online, on the due date. This **DOES NOT** mean in the mail. **Lincoln County is not responsible for payments made by mail that do not arrive in our office by the due date.**

\_\_\_\_\_ Late Payment Penalty – A late payment penalty will automatically be added if the account is not paid by the due date.

\_\_\_\_\_ Default Status – Any account with an unpaid balance carried over **TWO** payment due dates is in Default and subject to disconnection. An automatic default fee will be added to the account.

\_\_\_\_\_ Disconnection:

A) Voluntary – You must come into Billing and Collections to complete and sign a disconnection form, as well as provide a forwarding address.

B) Involuntary – **WITHOUT NOTICE** as a result of Non-payment, Tampering, Returned Checks on accounts in default. Tampering is defined by unauthorized turning on or damaging a metering device that is used to measure water or sewer services that may result in an incorrect reading. Tampering with a county meter will cost you between \$100 and \$500. Tampering is prohibited by North Carolina General Statute NCGS 14-159-1 & 14-151-1.

\_\_\_\_\_ Payment is required for accounts in default or to restore services that have been disconnected for non-payment. You must pay all arrears plus any additional deposit if applicable. Other fees may be assessed depending on the situation.

\_\_\_\_\_ You must allow County personnel an unobstructed access to obtain readings from your utility meter(s).

\_\_\_\_\_ SERVICE WILL BE CONNECTED \_\_\_\_\_, 20\_\_\_\_. If the request for service is completed BEFORE 3:00 p.m., utilities can be connected the same day with a paid fee. Otherwise, service will be connected the NEXT BUSINESS DAY as indicated above.

\_\_\_\_\_ I agree to pay all charges that are applicable to my account. (The Schedule of Fees may be amended by the Lincoln County Board of Commissioners at any time.)

**Customer Signature** \_\_\_\_\_

If you have any questions about the above information or any other questions regarding utility services, please do not hesitate to contact the Billing and Collections Office at (704) 736-8497. Our hours of operation are Monday through Friday, 8:00 a.m. until 5:00 p.m.